

CUSTOMER STORY

Döhler

Icinga serves as Döhlers' adaptable solution for maintaining visibility over their large and growing IT network spread across various countries.

Döhler is a global manufacturer, marketer, and provider of technology-based natural ingredients for the food, beverage, and nutrition industries. Their extensive portfolio includes natural flavors, colors, health ingredients, a wide range of plant-based ingredients, as well as ingredient systems and end-to-end solutions.



With over 50 production sites and 75 sales offices and development centers, Döhler Group delivers value to customers in more than 160 countries, achieving €2220 million in turnover in 2023. Supported by a team of 9,500 dedicated employees, including 1,000 experts in research, development, and technology, Döhler has the expertise and resources to guide customers from concept to final product—living up to their promise of "WE BRING IDEAS TO LIFE."

The Challenge



We needed an effective way to monitor systems across all locations.

Leon Marquez
Manager IT-Operations Datacenter
Döhler Group SE

Reliable Network Monitoring

As Döhler continued to expand globally, with 75 branches worldwide, managing streamlined IT operations across its diverse offices and production sites became increasingly difficult. With a central data center located at the headquarters in Darmstadt, Germany, Döhler needed a reliable network monitoring solution that could oversee both hardware and virtual environments.

"Being a small team at the headquarters, with only four people in the Data Center team and about 20 people globally in IT infrastructure, we needed an effective way to monitor systems across all locations," said Leon Marquez.

All in One Monitoring

One of the major challenges Döhler faced was the lack of comprehensive oversight across its numerous systems. Whether it was network issues like Access Points going offline or system availability, the team needed a tool that could offer complete visibility in real-time. Additionally, with many locations not having on-site IT teams, Döhler needed a centralized solution to proactively detect issues before users or local operations were impacted.

"We needed a solution that would allow us to act quickly and be informed before users experienced problems," Marquez noted. "Sometimes, it's necessary to fly out to the site if significant issues arise, so early detection is crucial."

The search for a monitoring solution began with the goal of finding a customizable, open-source platform that could grow with Döhler's infrastructure needs. Icinga quickly emerged as the top candidate due to its flexibility and powerful capabilities.



The Solution

Distributed Monitoring

Döhler's journey with Icinga began over 10 years ago, initially using Icinga 1 before upgrading to Icinga 2 seven years ago. Icinga allowed Döhler to monitor its network infrastructure, servers, and virtual machines across global locations from a central point.

The current setup features a Master node that collects data, and four satellite nodes dedicated to different departments. For example, one satellite handles network checks, another manages Windows applications, and a third is responsible for Linux systems.

"Our architecture has been running smoothly, and though it could be further optimized, it provides the reliability we need," Marquez shared. "In the future, we may consider adding satellites at local sites to take over checks at those locations."

Customized and Integrated

With around 3,400 hosts and 9,000 services being monitored, Döhler has implemented a range of custom checks tailored to its unique needs. Access Points are monitored to ensure they remain operational, especially in production areas, while infrastructure at remote offices is constantly checked for issues. When new locations are deployed, Döhler's IT team integrates them into the system manually. A small script automates some configurations, such as adding new Access Points or virtual machines, which are then backed up via a Git repository and a pipeline.

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We truly appreciate the Icinga map—it gives us an important overview of all sites.

Leon Marquez
Manager IT-Operations Datacenter
Döhler Group SE

For visualization, Döhler uses Icinga's integration with Grafana, offering an intuitive view of the entire network. "We also use Icinga's map feature, which gives us a quick overview of our sites and helps us detect issues fast," Marquez said.

Improved Efficiency

The implementation of Icinga has improved communication and operational efficiency within Döhler's IT department. Through Icinga's notification tool, departments can be informed of issues instantly, enabling quick responses. Additionally, each local site has access to their specific monitoring data, granting them control over their local IT environments without needing in-depth knowledge of the monitoring tool.

"Icinga has streamlined our communication processes. Everyone is immediately aware if something goes wrong, whether it's a minor issue or a significant system failure," said Marquez.

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Flexible and Scalable

Icinga's open-source and customizable nature has proven to be a perfect fit for Döhler's growing global infrastructure. With a monitoring system that is flexible, scalable, and easy to use, Döhler's IT team has managed to keep operations running smoothly across more than 65 global locations.

"We haven't hit the limits of the tool yet," Marquez stated. "We've always been able to implement what we need quickly, and we've written scripts that meet our specific needs."

Icinga's ability to integrate with other systems has been another key benefit for Döhler. Integrations with VSphere and vCenter support real-time monitoring of virtual machines and data stores. The introduction of Icinga's notification system further enhances communication, ensuring that all relevant stakeholders are informed of issues as soon as they arise.

More than Monitoring

For Döhler, Icinga is more than just a monitoring tool – it has become an essential part of the company's IT operations. Marquez emphasized, "Icinga has saved us a lot of communication work. We can see who is already working on an issue without needing to send a message or follow up. It simplifies everything."

Looking to the future, Döhler plans to upgrade its infrastructure further by moving from Debian to SUSE, implementing high availability for its Master nodes, and enhancing automation. With plans to add Icinga's new notification tool and continue expanding its use of VSphere integration, Döhler is committed to continuously improving its IT systems with Icinga at the core.

"We want to approach it properly, with some consulting support from German Icinga Partner NETWAYS. There have been several updates to Icinga, and we're excited to see how these improvements will make our work even easier," Marquez concluded.

Outcomes

- ✓ Real-time control over global IT infrastructure, ensuring early issue detection.
- ✓ Streamlined communication and faster problem resolution across 75 locations.
- ✓ Tailor-made checks for diverse systems, from virtual machines to Access Points.
- ✓ Easy adaption to global expansion, ensuring smooth IT operations across new sites.
- ✓ Plans for High Availability and automation ensure long-term IT scalability.



Share your Story

Do you also have excellent experiences with Icinga and would like to [share](#) them?

We'd be happy to make your story come out big on our website!

Please get into contact with us at:

info@icinga.com



About Icinga

Icinga is a comprehensive open source monitoring solution that integrates easily in existing infrastructures and is unbeatable in configuration possibilities, automation and scaling. Monitor private, public, or hybrid clouds. For more information, visit icinga.com

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